

SENSITIVE

Manl-ID: MAOPPI MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 02-26-2007 BY 60324 AUC BAW/CPB/STP

SECTION 22. FOREIGN LANGUAGE PROGRAM

22-1 LANGUAGE TESTING MATTERS (See MIOG, Part 1, 67-6.3.3, 67-7, 67-7.10.)

22-1.1 General Information - Policies and Procedures (See MAOP, Part 1, 22-1.2, 22-1.4; MIOG, Part 1, 67-6.3.3.)

Language testing of applicants is performed using one of two existing test batteries. They are the Foreign Language Test Battery (FLTB) and the Spanish Language Test Battery (SLTB). The FLTB is administered to Special Agent (SA) applicants in any language, or to Language Specialist (LS), Language Monitor (LM), Contract Linguist (CL), and Contract Language Monitor applicants in all languages except Spanish. The SLTB is administered to LS, LM, CL, and Contract Language Monitor applicants in the Spanish language. Test instruments and test batteries for FBI employees may vary, depending upon Bureau and specific program needs. The processing office must administer tests in accordance with test administration procedures provided with the test materials described below. Testing should take place in a quiet environment, free from distractions.

Examinees should be properly advised of the testing procedures prior to the actual test(s), including when and when not to use dictionaries, and must be monitored during the entire test administration. Test materials are for official use only and must be afforded appropriate test security measures at all times to avoid compromise. Loss or compromise of test materials damages the integrity of the FBI's language testing effort, and represents a financial loss to the Bureau. Examinees should be advised that all speaking tests are audio-recorded. At the conclusion of testing Language Training and Assessment Unit (LTAU), FBIHQ, sends the processing office an official report of results. Should the applicant fail any portion of the test battery, the report of results will include a statement of the retesting policy.

22-1.2 Testing SA Bureau Applicants (BUAPs)

(1) Language Program Processing: The processing office must request the test materials from FBIHQ, Testing and Assessment Unit/LSS. SA applicants are administered Phase I of the FLTB which consists of a listening and reading comprehension test. After the test is administered, the processing office returns all test materials to Testing and Assessment Unit/LSS for grading. Should the applicant pass Phase I, the processing office schedules Phase II of the FLTB, which consists of a speaking test in the foreign language.

(2) Non-Language Program (Non-LP) Processing: Those competitive SA applicants who qualify under other programs, but are not most competitive for Phase II of the SA Selection System (SASS) testing may be considered most competitive if they pass the FLTB in one of the Bureau's critical languages. The processing office must request and return the test materials as described in MAOP, Part 1, 22-1.1; however, only a passing score in the listening portion of Phase I of the FLTB is needed in order to proceed to Phase II of the FLTB-Non-LP. In that case, Testing and Assessment Unit/LSS will advise the processing office to obtain a completed Self-Assessment Form (SAF) from the applicant. Testing and Assessment Unit/LSS will contact the processing office if a speaking test is warranted based on the results of the SAF. The processing office should then schedule Phase II of the FLTB-Non-LP which consists of a speaking test in the foreign language.

SENSITIVE

(3) Other SA (Speaking Only) Processing: SA applicants who have successfully completed Phase II of the SASS testing and qualify under other programs but who have indicated that they have foreign language ability should be afforded a speaking proficiency test in the final stages of the applicant processing. The processing office should contact FBIHQ, Testing and Assessment Unit/LSS to schedule a speaking ability test in the foreign language, identifying the examinee as an SA (Speaking Only) applicant. An official report of results will be sent to the processing office.

22-1.3 Testing Procedures for Language Specialists and Contract Linguists (See MAOP, Part 1, 22-9.1.)

Testing procedures and policies are identical for processing LS and CL applicants.

(1) Processing under all languages (except Spanish): The processing office must request the testing materials from FBIHQ, Testing and Assessment Unit/LSS. LS/CL applicants are administered Phase I of the FLTB, which consists of a listening and a reading comprehension test in the foreign language and a translation test from the foreign language into English. (In languages where no translation test exists, an English writing test is administered.) After administering Phase I, the processing office should return all test materials to LTAU for grading. Should the applicant pass Phase I, the processing office schedules Phase II of the FLTB, which consists of speaking ability tests in the foreign language and in English.

(2) Processing under the Spanish Language: The processing office must request the test materials from FBIHQ, Testing and Assessment Unit/LSS. Field offices with high-volume Spanish testing may request multiple quantities of Phase I tests to have on hand so that the testing process can begin immediately. LS/CL (Spanish) applicants are administered Phase I of the SLTB which consists of a listening summary translation exam. Should the applicant pass Phase I, Testing and Assessment Unit/LSS will send materials for Phase II of the SLTB which consists of two (2) tests: one from Spanish into English and the other from English into Spanish. Testing and Assessment Unit/LSS will not accept requests for multiple quantities of these tests. Should the applicant pass Phase II, the processing office schedules Phase III of the SLTB, which consists of speaking ability tests in Spanish and English.

(3) Language Monitor (LM) and Contract Language Monitor (CLM) testing assesses the applicant's ability to carry out monitoring duties which consist of listening to foreign language oral conversations and summarizing these conversations into English. The processing office must request the testing materials from FBIHQ, Testing and Assessment Unit/LSS. LM/CLM applicants in all languages except Spanish are administered the listening comprehension portion of the FLTB and the English Composition test. Applicants in Spanish are administered a listening summary translation exam. After the administration of these tests, the processing office should return all test materials to the Testing and Assessment Unit/LSS for grading. Should the applicant pass Phase I, the processing office schedules Phase II of the FLTB, which consists of speaking ability tests in both the foreign language and the English language.

(4) Contract Document Translator (CDT) testing assesses the applicant's ability to translate from the foreign language into English. CDT applicants in all languages are administered the reading comprehension test in the foreign language and a translation test from the foreign language into

English. (SOURCE: PER OFFICIAL PROCUREMENT VEHICLE, "CONTRACT LINGUIST Basic Ordering Agreement (BOA)", FISCAL YEAR 2006 VERSION.)

22-1.4 Testing On-Board Personnel

- (1) Field office support personnel interested in applying for either the SA position under the Language Program, the LS position, or the LM position should contact their field office Applicant Coordinator. Support personnel assigned to FBIHQ should contact the Applicant Coordinator at WFO. Support employees interested in these positions are required to follow the processing procedures stated in MAOP, Part 1, 22-1.1.
- (2) The processing office will coordinate all language testing with Testing and Assessment Unit/LSS, FBIHQ, and all results will be sent directly to the processing office's Applicant Coordinator. Testing and Assessment Unit/LSS will test in accordance with language requirements and priorities.
- (3) On-board SA and support personnel interested in establishing a base-level rating in order to make their foreign language skills a matter of record should contact the field office Foreign Language Coordinator (FLC) for guidance or contact FBIHQ, Testing and Assessment Unit/LSS directly to schedule the appropriate test in the foreign language. All test results will be forwarded to the field office FLC for appropriate distribution.

22-1.5 Other Testing (See MAOP, Part 1, 22-4.)

- (1) Foreign Language Incentive Program (FLIP): On-board employees in the San Juan field office may qualify for FLIP payment if they meet the minimum qualifying proficiency level set for FLIP. The employee must contact Testing and Assessment Unit/LSS to schedule a speaking test in Spanish. The test will be administered telephonically, and the results will be reported to the field office via an official report of results.
- (2) Foreign Language Pre/Post-training Tests: An employee who is participating in Bureau-paid language training may be required to take an aptitude test and/or other pretraining tests. An end-of-training, FBI-administered speaking test and any other testing deemed necessary to evaluate and measure the success of language training will be required. Testing and Assessment Unit/LSS may also require language testing of employees who received FBI-paid language training for the purpose of longitudinal studies regarding the long-term effectiveness of such training. Employees will be advised of the testing procedures at the appropriate time.
- (3) Defense Language Aptitude Battery (DLAB): The DLAB is a multiple-choice test with audio and written stimuli delivered in an artificial language designed to test a person's aptitude for learning a foreign language. The DLAB is administered to a person one time only; therefore, if a person has taken the DLAB before (including while in the military), he or she need not retake it. SA personnel may take the DLAB at any time. Support personnel can take the DLAB only if directed by Testing and Assessment Unit/LSS in connection with language training. The DLAB should be available through the Applicant Coordinator's (AC) office. The AC may request the DLAB from Testing and Assessment Unit/LSS. On the day of the test, the test administrator must monitor the examinee for the entire duration of the exam. Upon completion of the exam, the test administrator must collect all test materials, including the answer sheet(s), and return them to

SENSITIVE

Manl-ID: MAOPPI MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

Testing and Assessment Unit/LSS for processing. The results of the test will be sent to the field office via an official report of results.

22-1.6 Foreign Language Test Security

All test booklets and cassettes are serially numbered. Most test materials are maintained at Testing and Assessment Unit/LSS and charged out as requested, but some are charged out permanently to specific field offices. All test materials, whether permanently or temporarily issued to a field office, are to be maintained in the SAC's safe or other designated safe with controlled access and should be provided appropriate security at all times. Only authorized personnel should have access to test materials. Test materials should not be duplicated or faxed. All notes and drafts of translation and writing tests should be collected from the examinee and properly disposed of to prevent test compromise. The field should always adopt measures to ensure that examinees are closely monitored while taking the test.

22-1.7 Retesting Policy and Waivers

(1) Only one retest of each failed portion of the FLTB and SLTB is permitted. Retests are a different version of the same test and are permitted after a waiting period of at least one (1) year, but not more than two (2) years from the initial test date. If the failed portion is not retaken within two years of the original test date, the entire test battery must be retaken. Passing test battery scores are good for three (3) years from the date that the last phase of the test was administered. After three years, if the applicant has not filled a position within the FBI where he or she utilizes the language skills successfully, the entire test battery must be retaken.

(2) Speaking Proficiency test scores for on-board personnel are valid for one to five years, depending on the skill level. Scores of 0, 0+, 1, 1+, 2 and 2+ are valid for one (1) year. Scores of 3 and 3+ are valid for three (3) years. Scores of 4, 4+ and 5 are valid for five (5) years. Pretraining test scores cannot be older than one year, regardless of the level of proficiency of the last test score. To update scores, on-board personnel should contact the FLC in their field office or Testing and Assessment Unit/LSS to schedule a speaking test.

(3) A DLAB retest can be administered only once, at least six months from the first administration, if:

(a) The examinee was administered the DLAB by the Defense Language Institute (DLI) or Testing and Assessment Unit/LSS and the agency is unable to provide a copy of the official DLAB score; or

(b) There were irregularities during the administration of the DLAB test. In this instance, the Staffing Assistant/Language Coordinator should prepare an electronic communication (EC) detailing what irregularities occurred during the test administration and forward to Testing and Assessment Unit/LSS.

(c) In other instances, examinees must provide written justification in the form of an EC detailing why they are requesting a retest. The EC should be forwarded to Testing and Assessment Unit/LSS. Testing and Assessment Unit/LSS will review the request and make a determination. All determinations will be final and will be made on a case-by-case basis.

SENSITIVE

(4) Upon request from the appropriate field office, the one-year waiting period for retaking the failed portion of a test battery, either the FLTB or the SLTB, may be waived by Testing and Assessment Unit/LSS's Program Manager, Testing Management System, if the individual (a) offers a critical language, and (b) in the opinion of Testing and Assessment Unit/LSS's Program Manager, Testing Management System, the individual has a reasonable expectation of success on the second try. The three-year period after an applicant's test scores are considered to have expired may be waived by Testing and Assessment Unit/LSS's Program Manager, Testing Management System, if (a) there is a hiring delay that is not due to any fault of the applicant, and (b) if the applicant's scores are high enough that, in the Program Manager's opinion, there is a reasonable expectation that no significant language attrition has occurred.

(5) The requirement that all scores must be passing may be waived, in exceptional circumstances with the approval of both Language Testing's Unit Chief and the Manager of the Testing Program, if the following conditions are met: (a) a written opinion from the appropriate field office showing that an investigation will be hindered in the absence of a linguist, (b) the applicant's deficient score is close to the passing score, (c) the applicant's other scores are passing, and (d) the position for which the applicant will be hired is temporary and contractual. (SOURCE: PER EC 66F-HQ-A1192082; SERIAL 503; DATE 8/21/2002)

22-1.8 Military Language Test Scores

Applicants for whom the Defense Language Proficiency Test is required as part of their test battery, and who have passed this test while in the military, do not need to retest if they provide evidence of passing scores that are not more than two years old. Testing and Assessment Unit/LSS will accept as evidence an original official report, with raised seal and inked signature, sent directly from the Defense Language Institute.

22-1.9 Reasonable Accommodation

The processing office should contact the OEEOA, for any examinee's request for reasonable accommodation.

22-1.10 Cheating

Any examinee discovered cheating on any portion of the language test battery will be disqualified and will be ineligible for any further testing by Testing and Assessment Unit/LSS. There are no exceptions to this policy.

22-1.11 Speaking Proficiency Test (SPT) Cancellations

(1) The processing office is to notify Testing and Assessment Unit/LSS of any cancellations at least forty-eight (48) hours prior to the scheduled test date.

(2) Examinees who have cancelled on two (2) consecutive occasions will have their file closed out by Testing and Assessment Unit/LSS, and no further testing will be administered for a six (6) month period.

SENSITIVE

Manl-ID: MAOPP1 MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

(3) Examinees who do not cancel and do not report for testing will have their files closed out by Testing and Assessment Unit/LSS, and no further testing will be administered for a one (1) year period.

22-2 FOREIGN LANGUAGE TRAINING PROGRAM (See MAOP, Part II, 1-1.9.)

22-2.1 Background (See MAOP, Part 2, 1-1.9.)

(1) Objectives and Prioritization - Because of the globalization of every aspect of our society, a large percentage of the FBI's investigations involve subjects and/or victims who are non- English speakers. The need for foreign language skills has increased significantly, and they have become extremely important in every phase of these investigations, from human intelligence collection to preparation for trial. To address this language need, the Language Training Unit is tasked with the responsibility of providing language or language-related training to employees who have not been hired to perform language-related assignments, but for whom the foreign language is necessary for the performance of official duties. The FBI will also provide language-related training to enhance an employee's current foreign language skills and thus better his or her job performance. The FBI's targeted proficiency level for language students is the same as the proficiency goal for hiring, a Level 3 on the Interagency Language Roundtable scale. However, the minimum proficiency goal set for any particular student's language training may be higher or lower, depending on Bureau need. Priority will be given to employees with a direct operational need for a language, and/or to languages for which the Bureau has no or very limited capability.

(2) Bureau Requirements - A minimum of one year of Bureau service is required before an employee may be considered for language training. Other requirements are set forth below under the individual categories of training.

(3) Training Agreement

(a) Government Employees' Training Act (GETA) policy stipulates that training at government or nongovernment facilities must have a direct bearing on overall organizational job requirements for which there are not enough qualified personnel. Such training cannot be for the purpose of qualifying individuals for positions or promotions for which they otherwise would not be qualified while suitably qualified personnel are available for such positions. Employees receiving training incur a service agreement under GETA provisions which is described in MAOP, Part 2, 8-1.4.

(b) All personnel who receive foreign language training paid for by the FBI must sign a Continued Service Agreement and agree to use these acquired language skills as needed by the FBI. The length of the service obligation will be stated in the Agreement, and will be determined by the cost and duration of training.

(4) Types of Training

In order to match language training to the needs of individual field offices and employees, different types of training are provided.

(a) Survival language training is for employees who have no previous training and no proficiency in a given language, that is, for employees whose proficiency in the language is equivalent to a 0 on the Interagency Language Roundtable (ILR) scale, and who want to learn survival-level language

SENSITIVE

SENSITIVE

Manl-ID: MAOPPI MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

skills. MTT training will be made up of two survival language training courses, Survival I and Survival II. Less commonly taught languages such as Hindi, Greek, etc., will be referred to the full-time program.

(b) Full-time language training is for employees who have had previous training in a given language, and have current (not more than one year old) Speaking Proficiency Test (SPT) scores between 0+ and 2+, who want to improve their language skills. These employees are eligible for placement in a full-time intensive or full-time immersion program taught at a private language school.

(c) In-country language training is available for advanced language learners who study difficult languages. In-country training will make it possible for the student to spend an extended period of time in the country where the language is spoken. It will provide for the combination of language study with work in a professional environment. The goal of in-country training is for the student to reach Level 3, the general professional proficiency level, as measured according to the U.S. Interagency Language Roundtable scale.

(d) The Video Tele-Training (VTT) Program is for employees who have had previous language training, have a current (not more than one year old) SPT score between 1+ and 2+, and want to refresh, maintain, or enhance their language skills. These employees are eligible for part-time language instruction through the FBI's VTT program, which provides "long-distance learning" where the student(s) and instructor can interact through a video conferencing system.

(5) Training Selection

The best course of language instruction for each applicant is chosen on the basis of the information contained in the Language Training Application (LTA), which is submitted to Language Training Unit during its annual Open Season. Training selection will depend on:

(a) The Final Learning Objectives (FLOs), which are the specific foreign language requirements the applicant requests to prepare him/her to carry out assigned duties;

(b) The criticality of the language need, with the highest priority given to the greatest need and potential benefit to the FBI; and

(c) In the case of a Special Agent (SA) who comes to the FBI under the Language Program, or an SA who has received language training from the FBI and has achieved some proficiency in a certain language, but who subsequently has a job-related need to receive training in a second language, Language Training Unit will provide that SA with MTT survival training in the second language. After the SA completes MTT training in the second language, Language Training Unit will continue to provide language training to the SA only in the language in which the SA is stronger, that is, for which the SA has a higher score on the Speaking Proficiency Test (SPT), provided that the SA has an ongoing need for that language. If the SA wants to continue training in the language in which he/she is weaker, that is, in which the SA has a lower SPT score, the head of the SA's division will have to justify to Language Training Unit why the SA should receive training in his/her weaker language. Also, the SA will have to have completed any service obligation incurred for training in the first language in order to continue training in the second. An exception

SENSITIVE

SENSITIVE

Manl-ID: MAOPP1 MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

will be made to this rule if the SA needs training in a second language because he/she has been nominated to the Legat Program.

(d) Availability of funds.

(6) Training Evaluation

(a) In accordance with GETA and Language Training Unit policy, all training (including self-study) shall be evaluated in terms of cost effectiveness. This will include evaluation of the training institution, post-training testing of students, and long-term tracking of student language-related performance.

(b) Language Training Unit will monitor FBI student language training (including self-study). It will be necessary for the student(s) to demonstrate satisfactory progress in achieving the stated proficiency goal in order to continue training. Decisions regarding termination of training contracts or self-study programs are based upon unsatisfactory progress or attendance will be made by the LTAU.

(c) To measure the success of all FBI-paid language training, students must submit to pre-training and post-training testing, as well as other assessments designed to measure the quality and short-/long-term effectiveness of language training provided. Students will also be required to complete a post-training questionnaire.

(7) The minimum professional proficiency is a level 3 speaking proficiency on the Interagency Language Roundtable Scale. Level 3, therefore, is the targeted proficiency level for language students. The terminal proficiency goals for Legal Attaches and Assistant Legal Attaches are: Speaking Level 3, Listening Level 3, and Reading Level 2. The proficiency goals for Intelligence Analysts assigned to Legat offices are the same. Language Training Unit will consider requests for the language maintenance program for individuals with a speaking proficiency level of 3 if the funding is available.

22-2.2 Open Season - Special Agents GS-10 through GS-13 (See MAOP, Part 2, 1-1.9.)

Requests for language training for SAs GS-10 through GS-13 must be made through the open season procedure at the beginning of each fiscal year. This procedure will allow for cost-effective grouping of SAs according to similar needs and ability levels, timely processing, and priority selection of SAs with the greatest operational need for language training. Per an annual electronic communication (EC), Language Training Unit will advise each field division of the duration of open season and the appropriate procedures to follow when applying for language training. Special language training requests based on unanticipated needs submitted at other times during the year will be reviewed on a case-by-case basis.

22-2.3 Supervisory Special Agents (SSAs) GS-14 and Above (See MAOP, Part 2, 1-1.9.)

SSAs with documented language training requirements may submit a language training application at any time. Language Training Unit will review and prioritize such applications and design a suitable training approach to meet the SSA's needs.

SENSITIVE

22-2.4 Foreign Language Training for Support Personnel

(1) Language Training Unit provides language training for FBI Language Analysts (LAs), which may include specialized training in higher level translation skills or in consecutive or simultaneous interpretation. New LAs will be trained in the formats and conventions used to translate foreign language materials and to process pertinent information.

(2) All LAs will be instructed as necessary in the Intelligence Community's standardized systems of Romanization for languages not written in the Latin alphabet. These standards ensure uniformity in the transliteration of names from these languages. Instruction in standardized Romanization systems will be available to other FBI employees as well, whether as part of MTT training or through other training. The Intelligence Community (IC) standards are available on the Language Service's web page.

(3) Foreign language training is also available for support personnel who are not hired to perform duties related to processing foreign language materials and for whom the foreign language skill is necessary to function while performing their official duties (e.g., Office Assistants in Legal Attache (LEGAT) offices).

22-2.5 Foreign Language Training for Legal Attache (LEGAT) Personnel/Selectees and Spouses**22-2.5.1 Legal Attache Personnel/Selectees**

LTAU is responsible for coordinating language training for Legal Attaches, Assistant Legal Attaches, Office Assistants, and any other Bureau employees who have been selected for, or are under transfer orders to, a LEGAT assignment.

(1) Legat personnel, including those who have been selected for, or are under transfer orders to, a Legat assignment when applying for language training must complete an "Application for Language Training." The application should be submitted to Language Training Unit, FBIHQ. Language Training Unit will need 30 days to process a training request.

(2) Legat personnel who are already in a foreign assignment, in addition to the application, must also obtain a completed "Language Training Provider Form" (LTPF) from the potential teacher or language training institution if no FBI contract training provider is available locally. For training which is anticipated to exceed \$2,500.00, but not exceeding \$25,000.00, three LTPFs must be obtained to meet procurement regulations. The LTPF is not required for training which will take place under existing FBI language training contracts.

(3) There will be open enrollment for all Legat training requests. However, all pre-training requirements must be completed before training will be approved by Language Training Unit.

(4) Prior approval for all language training requests must be granted by Language Training Unit before funding can be allotted based on the regulations outlined in the Government Employee Training Act (GETA).

(5) If appropriate, Language Training Unit may assign self-instructional materials to employees as the most suitable approach. Employees may also initiate a request for self-instructional materials, at any time, by contacting Language Training Unit's Foreign Language Resource Center.

(6) Legat personnel whose tour of duty will end within one year will not be approved for additional language training, with the exception of self-instructional materials.

(7) The minimum professional proficiency is a level 3 speaking proficiency on the Interagency Language Roundtable Scale. Level 3, therefore, is the targeted proficiency level for language students. The terminal proficiency goals for Legal Attaches and Assistant Legal Attaches are: Speaking Level 3, Listening Level 3, and Reading Level 2. The proficiency goals for Intelligence Analysts assigned to Legat offices are the same. Language Training Unit will consider requests for the language maintenance program for individuals with a speaking proficiency level of 3 if the funding is available.

(8) The terminal proficiency goals for Office Assistants are Speaking Level 2, Listening Level 2, and Reading Level 1.

(9) All training involves mandatory testing requirements. Pretests may include the Defense Language Aptitude Battery (DLAB) for beginners, and the Self-Assessment Form and/or an oral telephone test for non-beginners. Post-training testing involves an oral telephone test. Post-training requirements also include a post-training questionnaire and may involve additional assessment forms.

(10) Employees who receive Bureau-paid language training incur a service obligation commensurate with the duration and cost of training. (Consult MAOP for specific information.)

(11) Training approval by Language Training Unit will be limited to or depend on available funds, the suitability of the requested training to FBI needs, and as described herein.

22-2.5.2 Spouses of LEGAT Personnel/Selectees

By regulation, spousal training cannot be funded through GETA or the Language Training Unit language training budget. The Office of International Operations will locate appropriate funding for this purpose if the funding is available. Language Training Unit will process language training requests for spouses for up to \$2,500.00 per year. (No spousal training will be approved within the last year of the international assignment.)

(1) All pre- and post-training requirements for spouses are the same as for employee training described above; the proficiency goals for spouses are Speaking Level 2, Listening Level 2, and Reading Level 1.

(2) Depending on availability, spouses may utilize Bureau self-instructional materials through LTAU's Foreign Language Resource Center.

22-2.6 Foreign Language Resource Center (FLRC)

(1) Foreign Language Self-Study Training

Language Training Unit's Foreign Language Resource Center (FLRC) provides self-study foreign language training materials for Special Agents, Legal Attache personnel, and support personnel who need basic language development, follow-up skill building, and/or refresher training. Self-study foreign language training materials are available in different formats (such as workbooks, audio tapes, video tapes, and CD-ROM computer-delivered courseware), in various skill levels, and

SENSITIVE

Manl-ID: MAOPP1 MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

in many different languages. Priority will be given to those employees demonstrating the most pressing needs (i.e., TDY or short-term assignments). Otherwise, the materials will be available on a first-come, first-served basis for a period of three months. Individuals utilizing self-study foreign language training materials will need to fulfill certain pre- and/or post-training test/evaluation requirements as determined by Language Training Unit.

(2) Other Resources

Language Training Unit's Foreign Language Resource Center provides a link between the FBI and other language community resources, such as on-line glossaries and other multimedia resources. The FLRC provides advice and other ancillary language-related services, including referrals to appropriate agencies and organizations.

22-3 DELETED

22-4 FOREIGN LANGUAGE INCENTIVE PROGRAM (FLIP) (See MAOP, Part 1, 22-1.5.)

(1) The purpose of FLIP is to reward FBI employees in the San Juan Division for substantial use of their Spanish language expertise in service to the FBI. Each FLIP recipient must have a valid oral proficiency score of 2 or higher in Spanish. Scores of 2+ and below are valid for a period not to exceed one year; scores of Level 3 or 3+ are valid for a period not to exceed three years; scores of Level 4 and higher are valid for a period not to exceed five years. It is the responsibility of the FLIP participant to ensure that test scores are current. Test appointments must be made by March 30th of the FLIP Award year.

(2) Each FLIP recipient must have a rating of Meets Expectations on all critical elements on their most recent annual performance appraisal report.

(3) SAC, San Juan, or his/her designee, must certify that employees are required to use their Spanish language ability in the performance of their duties.

22-5 EMPLOYEE LANGUAGE ANALYST PROGRAM

(1) The LS Program was established in 1996 to ensure prompt and professional attention to all areas of concern relating to the administrative and operational issues of LSs, Language Monitors (LMs) and Supervisory Foreign Language Program Coordinators (SFLPCs).

(2) All administrative issues regarding promotions, transfers, training (non-GETA-funded), Language Specialist Advisory Committee (LSAC) functions, resource reallocations and/or redesignations are managed by the Foreign Language Program Manager(s) primarily responsible for managing LS Program issues as assigned by the FBI Linguist Program Manager.

(3) The LS Program's mission is accomplished through liaison with FBIHQ entities, non-FBI personnel, field office personnel, and the LSAC. Tracking issues and initiatives within the Foreign Language Program (FLP) that directly impact the LS program ensures that the program is efficient, effective and responsive to the needs of LSs, LMs, Supervisory Foreign Language Program Coordinators, and the FBI.

SENSITIVE

22-5.1 Entry-Level Grade Determination and Promotions for the Language Specialist (LS) and FBIHQ Translator Position

- (1) All applicants, including on-board employees, must pass the Bureau foreign language test battery with requisite scores in order to be considered for the LS or LM position.
- (2) The career ladder for the LS position is GS-7 through GS-12 and the career ladder for the LM position is GS-7 through GS-13. Promotions within these ladders are contingent upon the incumbent's meeting of experience and/or educational requirements identified by MAOP, Part 1, 22-5.1 (3) through (6) and upon supervisory approval. (For additional information regarding LS promotion to the GS-13 level, see MAOP, Part 1, 22-5.2 through 22-5.6.
- (3) Applicants or on-board employees who possess qualifying experience and/or college-level education totaling four years qualify for the GS-7 LS and LM positions.
 - (a) The college degree may be in any subject. Qualifying experience consists of any work with a foreign language (i.e., translating, teaching, interpreting, editing foreign-language manuscripts, or experience in positions requiring a bilingual capability). Also considered are life experiences from residing in the nonnative language culture. Where English is the nonnative language, residence in the United States qualifies. Life experience, however, may only be applied toward the GS-7.
 - (b) For Bureau employees who pass the foreign language examination, qualifying experience may also include experience gained through normal FBI duties. This type of experience may only be applied toward the GS-7. While previous Bureau experience may not be language-related, familiarity with the FBI's mission, policies, and procedures gives these candidates a greater amount of institutional knowledge. This knowledge is essential in order to perform at an acceptable level within the LS and FBIHQ Translator position.
- (4) Applicants or on-board employees who possess qualifying experience and/or college-level education totaling five years qualify for the GS-9 LS and LM positions.
 - (a) Completion of a Master's degree qualifies an applicant for the GS-9 LS and FBIHQ Translator positions. The Master's degree must be in the foreign language or a related subject (for example: English, foreign affairs, area studies, etc.)
- (5) Applicants or on-board employees who possess qualifying experience and/or college-level education totaling seven years qualify for the GS-11 LS and FBIHQ Translator positions.
 - (a) Completion of a Ph.D. qualifies a candidate for the GS-11 LS and LM positions. The Ph.D. must be related to foreign language or country area studies.
- (6) Applicants or on-board employees who possess qualifying experience and/or college-level education totaling eight years qualify for the GS-12 LS and LM positions.
- (7) On-board employees who have served as LMs at the GS-12 level for a period of one year qualify for the GS-13 LM position.
- (8) If an applicant gains additional experience and/or education which would affect their hiring grade after the initial grade determination and prior to entering on duty, the Bureau Applicant Employment Unit, Administrative Services Division (ASD), will forward the applicant's file to the Language Administration and Acquisition Unit for supplemental review. If this review discloses

the applicant possesses additional work experience and/or education which qualifies them for a higher grade, the matter will be forwarded to the Pay Administration and Support Staffing Unit, ASD, for final determination.

22-5.2 Criteria for Promotion to the GS-13 Level for Language Specialists (See 22-5.1.)

(1) The GS-13 Language Specialist position is not part of the Language Specialist career path. It is unique, and each recommendation for promotion to that level will be considered on an individual basis. Each GS-13 position will be limited to the incumbent. In order to be considered for promotion to the GS-13 level, a Language Specialist must have: completed one year at the GS-12 level; an overall fully successful rating on their last Performance Appraisal Report; and, their rating official's recommendation.

(2) The rating official of the Language Specialist being considered for promotion must draft an electronic communication certifying that they meet the established criteria for promotion to the GS-13 level position and that there is sufficient complex work within the candidate's foreign language fluency at that field office to warrant the promotion.

(3) All eligible GS-12 Language Specialists will be evaluated in two phases to determine if they meet the qualifications for promotion to the GS-13 level. Phase one is the submission of one of the following documents which will be evaluated for accuracy, correct register, punctuation, and syntax (if possible, the work exemplars should not contain any markings which would identify the Language Specialist):

- (a) a verbatim audio translation (length 6-10 pages); or
- (b) a document translation (length 6-10 pages).

The work exemplars must exhibit a level of difficulty and institutional knowledge to demonstrate the ability to perform the duties and responsibilities at the GS-13 level. Difficulty may be demonstrated by the subject matter (technical, legal, political, scientific, etc.), specialized terminology, or quality of the material. The work exemplars will also be evaluated to determine the level of English in the summaries and translations to ensure the correct grammar, syntax, spelling, and semantics have been employed.

(4) For phase two, the Language Specialist will be further evaluated to determine the extent to which their education, work experience, and training indicate that they possess the following six Knowledge, Skills, and Abilities (KSAs) which have been identified as necessary in order to demonstrate possession of the required experience to perform the duties and responsibilities of the GS-13 Language Specialist. Of the six KSAs, number one has been identified as a core KSA and the Language Specialist must score at least five points on this KSA and a minimum of three points on the other KSAs. To be considered for promotion the LS must score at least 20 out of a possible 30 points.

KSA #1 - Ability to communicate effectively in writing in order to provide expert level verbatim translations from recorded and written material (foreign language to English and English to foreign language) from a variety of documents including financial, medical, legal, coded information;

SENSITIVE

Manl-ID: MAOPPI MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

KSA #2 - Ability to evaluate the work of others;

KSA #3 - Ability to communicate orally in order to interact and work independently with people at all levels of responsibility;

KSA #4 - Ability to research difficult and hard-to-find terminology from a variety of resources in order to render accurate translations both written and oral for a variety of documents;

KSA #5 - Ability to provide in-depth and precise oral or written analysis or profiles on investigative targets and/or situations; and

KSA #6 - Knowledge of federal and FBI policies and guidelines pertaining to national security and criminal investigative programs.

This certification, along with the completed promotion package from the Language Specialist, must be submitted by field office management to the appropriate Translation Deployment Unit for that language at FBIHQ, Attention: Language Services Section, for further review and evaluation.

(5) Submission deadlines for receipt of promotion packages will be February 1st and August 1st of each year. Packages received after either of these dates will not be considered until the next scheduled session.

(6) Upon receipt of a completed promotion package, which must include work exemplars, completed KSA responses, and certification from the rating official, the Program Manager or Program Specialist assigned to the appropriate Translation Deployment Unit for that language will send the work exemplars to an expert of the submitted foreign language for review and evaluation. The TDU will make every effort to ensure the anonymity of the candidates. After the work exemplars are reviewed, the KSAs will be further evaluated by a Qualifications Review Board (QRB). If there are discrepancies or concerns as a result of the work exemplar review, a second review will be conducted.

22-5.3 Composition and Standards for the GS-13 Language Specialist QRB (See 22-5.1.)

(1) The QRB is a rotational national board comprised of three SLSSs or GS-13 LSs and chaired by either the Unit Chief of the appropriate Translation Deployment Unit for that language or his/her designee as the final selecting official.

(2) The QRB will evaluate the promotion package using a crediting plan approved by the Administrative Services Division (ASD).

(3) The evaluation process will determine if correct grammar, syntax, spelling, and semantics have been employed and that the level of English and the foreign language is at the expert level. The examples will also be reviewed for accuracy, relevancy, conciseness, and institutional knowledge.

(4) The Section Chief, LSS, or their designee, will convene a new QRB at each sitting to fairly reflect the make-up of the pool of candidates and to ensure geographical diversity.

(5) All deliberations will be audio-taped and maintained by the appropriate Translation Deployment Unit for that language for a period of FIVE years. (See MAOP, Part 1, 7-6.7 and 22-5.6 (15)(d).)

SENSITIVE

22-5.4 Personnel Resource List (PRL) Transfer Matters (See also MAOP, Part 1, 11-16.6 and 22-5.1.)

- (1) An EC from Administrative Services to All Divisions, dated March 3, 1999, and titled "SUPPORT PERSONNEL TRANSFER POLICY" set forth approval for no-cost, personal convenience transfers for employees assigned to the 1040 job series.
- (2) Personnel Resource List (PRL) transfers are offered to LSs and LMs throughout the FBI. PRL transfers are based upon seniority and are approved at no cost to the FBI if there are vacancies designated for the language of the requesting LS or LM.
- (3) The advertisement for a PRL transfer to fill an existing vacancy in a field office is at the discretion of LSS. LSS will assess and determine if an interoffice PRL transfer will have an adverse effect on the Foreign Language Program and on the national workflow as prioritized by the operational divisions at FBIHQ.
- (4) PRL transfers are approved in the best interest of the FBI. Exigent operational needs may at times provide a temporary basis to forestall the PRL transfer or relocation of an LS or LM. Release of the LS or LM may also be temporarily denied when granting the request would have a significant negative impact on organizational efficiency or effectiveness.
- (5) In instances where an employee is denied release pursuant to a special position PRL transfer from their current office for more than 30 days, the concurrence of the Transfer Unit must be obtained.
- (6) Because of the difficulty in replacing some LSs who may otherwise be approved for a transfer, concurrence is required from the division where the LS or LM is departing, as well as from the receiving office. If concurrence is not received from the LS or LM's supervisor, LSS will not approve the transfer. Furthermore, LSS will assess if the interoffice PRL transfer will have an adverse action on operational needs of the participating field divisions and will determine if filling the vacancy with an outside applicant is best for the FLP.
- (7) Due to retirements, resignations and removals, vacancies often change throughout the year for each division. When LS or LM vacancies occur, LSs and LMs are given priority consideration for the vacant position. If no LSs or LMs apply for a transfer to the office with the existing vacancy by a set deadline, the position is either offered to Contract Linguists or on-board personnel or applicants for the LS position who have passed all phases of the foreign language test battery.
- (8) Transfer requests are not carried over from one open season to the next; therefore, each LS or LM requesting a PRL transfer must submit his/her first, second or third choice for a PRL transfer during each open season.
- (9) LSS has established two open seasons for each calendar year during which PRL transfer requests will be accepted, (January 1 - March 1 and June 1 - August 1). LSs and LMs requesting PRL transfers may request them during these times.
- (10) LSs and LMs requesting PRL transfers must satisfy the following criteria:
 - (a) the LS or LM must have one year of continuing service with the FBI as a permanent employee;

SENSITIVE

Manl-ID: MAOPP1 MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

(b) have a rating of at least "Meets Expectations" on each critical element of their most recent Performance Appraisal Report;

(c) agree to bear all costs associated with the transfer;

(d) agree to work whatever shift is required by the receiving office;

(e) be able to report for duty within 90 days of the issuance of the transfer orders; and,

(f) be willing to serve a minimum of three years in his/her new office of assignment.

(11) Exigent operational necessity may at times provide a temporary basis to forestall the PRL transfer or relocation of LSs. Release may also be temporarily denied when granting the request would have a significant negative impact on organizational efficiency or effectiveness. In instances where an employee is denied release from their current office for more than 30 days, the concurrence of the Transfer Unit must be obtained.

(12) All transfer requests should be made by completing the PRL Transfer Form and returning it to the Employee Language Analyst Assessment Program/LSS, FBIHQ, by COB, March 1 and August 1. To be considered for PRL transfers, interested LSs and LMs must complete the Language Specialist Program PRL Transfer Form and return it to LSS by the specified deadline for each open season.

(13) LSs and SLSSs are urged to secure a copy of the referenced EC at 66F-HQ-A1240026-TF, serial 322 (for information on other rules and regulations effecting PRL transfers as they pertain to the LS Program).

(14) At the end of each open season, LSS will forward the names of all LSs requesting transfers to the Transfer Unit for processing or retention. If necessary, linguists may be officially notified of their placement and ranking on the PRL, but cannot be guaranteed a transfer.

**22-5.5 Language Specialist Professional Development Certification Plan (PDCP)
(See MAOP, Part 1, 22-5.1.)**

(1) The Professional Development Certification Plan is applicable to all LSs and LMs.

(2) In the event that only one LS is assigned to an office, the LS's supervisor should ensure that training required by this plan is provided. Some of the requirements may be met by sending an LS's and LM's work to be reviewed by an experienced LS or LM in another division or, if funding is available, allowing the LS to travel to another field division for one-on-one training.

(3) Additionally, to ensure full compliance with this training initiative, Supervisory Foreign Language Program Coordinators and Foreign Language Program Managers are encouraged to coordinate training dates with intraoffice automation professionals or outside vendors, and the Chief Division Counsel to provide training to LSs on legal and computer-related matters.

(4) S Supervisory Foreign Language Program Coordinators and Foreign Language Program Managers must ensure that all LSs for whom they are responsible for issuing performance ratings complete the following:

(a) Review the LS Administrative and Operational Handbook (LS Handbook)

SENSITIVE

SENSITIVE

Manl-ID: MAOPPI MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

1. The LS Handbook was developed to ensure that all LSs, LMs and Supervisory Foreign Language Program Coordinators and Foreign Language Program Managers have an all-inclusive directory of current policies and other guidelines established for the LS program. Included in the LS Handbook are: policies established for training, transfers, and promotions; copies of performance plans for each LS and LM position; position descriptions for each LS and LM position; FBI and federal regulations regarding temporary duty assignments, tips for courtroom testimony; FISA and Title III guidelines; and acronyms utilized within the FBI and the FLP. Overviews of various criminal, national security and counterterrorism program initiatives are also provided.

(b) Review FBI Guidelines and Policies regarding the FLP found in this section (22) of the MAOP.

1. FBI guidelines and policies regarding the FLP included in the MAOP and Manual of Investigative Operations and Guidelines (MIOG) are often not reinforced. Knowledge of MAOP and MIOG procedures are vital in order for LSs and LMs to ensure that their final products are completed within full and acceptable compliance as outlined in the MAOP and MIOG.

(c) Computer Training

1. LSs and LMs must have or acquire basic computer skills in order to manage communications that they must produce on a daily basis. Therefore, LSs and LMs must attend a basic software utilization training course, i.e., WordPerfect or Word, Windows, etc. This training can be accomplished through a vendor or "in-house" training by the field office's computer personnel. In addition to basic computer training, orientation and continual training must be provided to LSs on the operations of FBI digital collection systems such as Digital Storm, Red Wolf, and Voice Box, as applicable to each field office.

(d) Legal Training

1. It is imperative that LSs know which FBI internal guidelines and federal laws are applicable to minimization while monitoring Title IIIs, and Department of Justice and FBI rules and regulations pertaining to handling electronically-intercepted materials.

2. The legal training provided to LSs under this initiative should be commensurate to that which is required for incoming new Special Agents. Supervisory Foreign Language Program Coordinators and Foreign Language Program Managers should consult their respective Chief Division Counsel to determine when this training is offered in his/her division.

3. Testifying in court is a rare duty for most LSs. Knowing courtroom etiquette and how to prepare to testify in court while representing the FBI is very important. Therefore, with the implementation of this training initiative, LSs must attend Moot Court training.

(e) Intra-office Training

Intra-office training introduces LSs and LMs to the policies and procedures within each field division. This training affords new LSs the opportunity to receive one-on-one training from experienced LSs or Supervisory Foreign Language Program Coordinators and Foreign Language Program Managers regarding FBI translation procedures and regulations. This training will include instructions for preparing verbatim and summary translations, as well as having the incoming LS's work reviewed by an experienced LS or a Supervisory Foreign Language Program Coordinator.

SENSITIVE

SENSITIVE

Manl-ID: MAOPP1 MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

(f) Interpreting Training

Other training recommended, based upon availability, includes interpreting training and attending an LS in-service at Quantico or another site. Interpreting training must include the completion of at least one interpreting assignment and, if feasible, the LS should attend a basic consecutive interpretation training course or debriefing.

(g) In-Service Training

In-service training will be provided as authorized by the Training Division. LSs, LMs and Supervisory Foreign Language Program Coordinators and Foreign Language Program Managers will be advised when these training events will be held.

(5) Instructions for Implementation of the PDCP

The following instructions must be followed to ensure proper tracking of tasks completed by each LS and LM:

(a) Supervisory Foreign Language Program Coordinators and Foreign Language Program Managers must provide a copy of the Professional Development Certification Form (PDCF) to all new LSs and LMs within the FIRST two weeks of assignment to the LS position.

(b) Upon completion of each task, the LS or LM and his/her supervisor must certify the completion by signing the PDCF and providing the actual date of completion of each task.

(c) Upon completion of certifying all tasks, the LS or LM is provided a copy of the PDCF for his/her personal file and a copy should be retained in the LS's or LM's intraoffice personnel file.

(d) The LS's or the LM's supervisor must provide a copy of the PDCF to LSS for retention.

(e) DEADLINES

1. A completed PCDF is required for/by each LS or LM one calendar year from the LS's or the LM's EOD date.

2. LS supervisors and/or rating officials must ensure that the deadlines for completion of all training requirements set forth in the PDCP are met.

22-5.6 Language Specialist and Language Monitor Promotions (See MAOP, Part 1, 22-5.1.)

(1) This section sets forth promotion policy for LSs and LMs assigned to FBI field offices and FBIHQ, Language Services Translation Center (LSTC).

(2) LMs may advance to the GS-9 level only. This advancement is approved after the LM has served one year in the GS-7 and is recommended by his/her supervisor after having met all expectations and/or requirements of the GS-7 LM position.

(3) LS promotions below the GS-13 level are approved at the field office level by the LS's rating official.

(4) All LSs, whether assigned to a field office or to FBIHQ, LSTC, must present a promotion package to LSS in order to be considered for promotion to the GS-13 LS position.

SENSITIVE

SENSITIVE

Manl-ID: MAOPP1 MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

(5) The requirements for consideration for promotion to the GS-13 LS position are satisfied by knowledge and skills in the following:

(a) English and one foreign language sufficient to render translations with correct grammar, syntax, spelling and use of a wide range of both technical and nontechnical vocabulary;

(b) advanced skill in translating that has been gained through extended experience to render material in precise, accurate, idiomatic English of a level and in a style appropriate to the subject matter; and,

(c) mastery of an exceptionally wide range of vocabulary and grammar, spelling and syntax. It also involves mastery of all aspects of the translating field and knowledge of the subject matter well enough to be considered an expert translator in that field.

(6) Duties of a GS-13 LS

(a) GS-13 LSs are recognized as experts in the field of translation (in other words, they provide translations and interpretations that are final and authoritative and are sought out by other LSs for assistance).

(b) GS-13 LSs are responsible for translating and/or interpreting very difficult material from a variety of disciplines (scientific, technical or political). Standard assignments for courts, attorney meetings, etc., do not meet these requirements.

(c) The work of a GS-13 LS affects investigations and intelligence initiatives undertaken by the Bureau, and occasionally by other departmental agencies. Liaison with contacts is not limited to FBI officials, and includes high-ranking officials from outside the FBI (foreign judges, heads of foreign government agencies, heads of foreign law enforcement agencies, attorneys, etc.) or people who provide information critical to the course of FBI investigations.

(d) GS-13 LSs provide accurate evaluations, assessments, and/or rate other linguists' work, which include GS-13 Promotion Packages and Quality Control work reviews.

(7) In order for LSs to be considered for promotion to the GS-13 LS position, GS-13 level work must be generated by and available in the recommended LS's office on a constant and long-term basis. Any LS recommended for promotion to the GS-13 LS position must spend at least 25 percent of his/her 8-hour workday completing GS-13 level work assignments. Therefore, any division submitting GS-13 promotion packages must provide proof that the division is constantly making GS-13 level work available to the recommended LS. Additionally, proof must be provided which indicates that the division is expected to continue to generate and/or have available GS-13 level work for at least 3-5 years. Packages received from divisions that cannot provide this information will not be accepted.

(8) LSs promoted to the GS-13 LS position must be available to complete GS-13 level work as needed and assigned. LSs who refuse to complete GS-13 LS assignments, including evaluating GS-13 promotion packages, will be considered as not meeting the expectations of their new position and may be considered ineligible to remain in the GS-13 LS position.

(9) Promotion Open Season

SENSITIVE

SENSITIVE

Manl-ID: MAOPP1 MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

(a) LSS has established two open seasons for which all eligible full-time LSs may apply for promotion to the GS-13 LS position. An LS may apply for promotion ONCE each calendar year. Promotion packages must be received by LSS by February 1 or August 1 of each calendar year. All packages must be submitted by the LS's supervisor. Packages received after the established deadlines or without proper documentation will be returned to the Linguist for submission during the next open season.

(b) The promotion process consists of two phases: Phase I - LSs may submit samples for evaluation; and Phase II, LSs may submit Knowledge, Skills and Abilities statement (KSAs). Evaluations of work samples and KSAs will be conducted by GS-13 Linguists and SLSSs.

(c) Advancement to Phase II cannot be accomplished until the LS's work samples are certified as meeting the criteria established for promotion to the GS-13 LS position.

(10) Explanation of GS-13 Promotional Criteria

The following information explains the criteria for promotion to the GS-13 LS position and the evaluation process followed by reviewers of GS-13 work samples.

(a) Referencing the Position Classification Standard for the GS-1040 Job Series, the requirements for consideration for promotion to the GS-13 LS position is satisfied by knowledge of English and one foreign language. This knowledge of English and one foreign language must be sufficient enough to render translations with correct grammar, syntax, spelling and use of a wide range of both technical and nontechnical vocabulary. Advanced skill in translating that has been gained through extended experience to render material in precise, accurate, idiomatic English of a level and in a style appropriate to the subject matter should also be demonstrated.

(b) Each LS has been previously provided a sample promotion package which lists six KSAs that must be addressed by LSs seeking promotion to the GS-13 LS position. The primary and core duty of a GS-13 LS is outlined in KSA #1, which is "the ability to communicate effectively in writing in order to provide expert level verbatim translations from written and recorded material (foreign language to English and English to foreign language) from a variety of documents including financial, medical, legal, coded and/or encrypted information."

(11) Explanation of the Evaluation Process

(a) The work samples provided by a LS are reviewed by GS-13 LSs or Supervisory Foreign Language Program Coordinators (SFLPCs) and Foreign Language Program Managers (FLPMs). All reviewers of GS-13 work samples utilize a standard evaluation form that describes the core duties of the GS-13 LS position. This evaluation form details the level of difficulty and the types of translations that are routinely completed by GS-13 LS's.

(b) Additionally, the reviewers use a standard key (the Error Notation Key) to annotate errors found within work samples. The reviewers provide comments on the work samples in regards to the accuracy, content, structure, grammar, vocabulary, syntax and the technical nature of the translation.

(c) If denied promotion, the LS is eligible to submit another promotion package during the next open season. The package must be received by LSS prior to the deadline set for each open season. The reviewers' comments forwarded to the LS with the denial letter should aid LSs in deciding the

SENSITIVE

SENSITIVE

Manl-ID: MAOPP1 MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

proper course of action to take in making improvement in the areas noted. It is also recommended that, if applicable and if funding is available, the LS should consider registering for a course that may help to improve in areas where skill enhancement is necessary.

(12) Phase I - Instructions for submitting work samples.

The initial submission for the LS's promotion package must include the following:

- (a) An EC recommending the LS for promotion;
- (b) A signed supervisor certification form;
- (c) A signed LS certification form;
- (d) Four copies of three diverse work-related samples that are not more than three years old and do not total more than 10 pages combined.
- (e) Each work sample must be numbered and its components clearly marked (i.e., Sample I (original) and Sample I (translation); Sample II (original) and Sample II (translation); Sample III (original) and Sample III (translation)).
- (f) Each page of each work sample must be numbered.

(13) Phase II - Instructions for Submitting KSA Packages.

(a) LSs must submit the KSA package to his/her rating official for approval. The LSs supervisor must forward the KSA package to LSS by an official EC. LSs should not list references for verification or his/her name within the body of the KSAs, but may list references on a separate sheet of paper.

(b) The LS's KSA package must contain the following:

1. One original set of KSAs WITH THE LS'S NAME AND FIELD OFFICE (to be retained by LSS), and
2. Four copies of the LS's KSA submissions VOID OF NAME OR FIELD OFFICE to be rated by a Qualifications Review Board (QRB).

(14) Return of promotion packages to candidates for noncompliance to submission procedures.

The following is a noninclusive list of grounds for which promotion packages will be returned for noncompliance:

- (a) Translations from audio without the audiotape and vice versa;
- (b) Supervisor recommendation missing;
- (c) Translation missing for document(s) submitted;
- (d) Work samples: Too many or too few pages. Work samples should consist of three different work samples. The combined total number of pages should not exceed 10 (ten) pages for all three samples;
- (e) Original document missing;

SENSITIVE

SENSITIVE

Manl-ID: MAOPP1 MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

- (f) Submitting the same work sample twice (new work samples must be submitted for each open season);
 - (g) Submitting additional work samples for a secondary language. The work sample submitted should be for the language for which LS is assigned, i.e., if he/she is an Arabic LS and is assigned to an Arabic LS position, his/her work samples should be from or into Arabic; and,
 - (h) KSA packages received that have the LS's name on all copies of the KSA. The LS's name and identifying information should only be on one copy of the KSA submission. The remaining three (3) copies should be blank in the space for the name and other personal identifying data. This is for the purpose of immediately submitting KSAs for evaluation.
 - (i) Documents typed in all caps or not properly marked, i.e., pages not numbered and/or no differentiation between the original source material and the translation.
- (15) Instructions to Evaluators of GS-13 Promotion Packages.
- (a) Upon receipt of GS-13 promotion packages, LSS/TDU personnel assigns each package an Employee Tracking Number (ETN). The ETN is a unique number that ensures the anonymity of each package during the entire promotion process.
 - (b) During Phase I evaluators rate three work samples submitted by candidates applying for the GS-13 LS position. Evaluators utilize the LSS approved Error Notation Key (ENK) as a guide for annotating errors, omissions and other anomalies found within the samples. Specific instructions regarding the use of the ENK is provided during hands-on training or self-study instructions offered by the LSS/TDU.
 - (c) During Phase II evaluators rate KSA packages submitted by candidates who have passed Phase I. Evaluation of KSA packages are performed by a combination of three GS-13 LSs and SLSSs known as a QRB.
 - (d) The purpose of the QRB is to review and rate promotion packages submitted by LSs seeking promotion to the GS-13 LS position. An Administrative Services Division-approved crediting plan will be utilized. All QRB proceedings are tape recorded and held by LSS for FIVE years. (See MAOP, Part 1, 7-6.7 and 22-5.3 (5).)
 - (e) When serving on a QRB, members must adhere to the following guidelines:
 - 1. Rate each package utilizing the ASD's approved Crediting Plan Evaluation Form;
 - 2. Complete the rating sheet and report the scores to LSS by fax or e-mail;
 - 3. Retain the entire package until a QRB is convened to discuss the promotion package;
 - 4. A QRB will convene only if there is a point difference that requires further discussion. In the event that a QRB cannot reach a consensus on the final score of a KSA package and detailed evidence has been provided by the LS that clearly supports statements provided in response to the KSA question, the entire KSA package along with all comments made by all raters will be forwarded to the Unit Chief of the Translation and Deployment Unit for final disposition.

SENSITIVE

SENSITIVE

Manl-ID: MAOPPI MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

5. After a QRB has rated KSAs and no further discussions are required, QRB members must return all original materials to LSS by Federal Express. Any photocopies made of the promotion packages must be shredded.

(16) LSS Report of Results and/or Status of Promotion Packages to GS-13 Candidates

LSS intends to notify GS-13 candidates within 30-45 workdays regarding the status of the promotion package. However, exigent operational deadlines may sometimes delay the processing of the package. If the LS's work samples are acceptable, he/she will be given 30 days from the date of the notification EC to submit a completed KSA package to his/her supervisor for review. If the LS's work samples are not acceptable, he/she will be notified via an official communication along with a summation of the reviewers' comments.

(17) GS-13 Promotion Package Appeal Procedures - Phase I

If the LS wishes to appeal the reviewers' decision, he/she may do so in writing, fully detailing the reasons which justify the appeal, within 10 days from the date of notification EC by an official EC to the appropriate Unit Chief of the Translation Deployment Units, LSS.

(18) GS-13 Promotion Package Appeal Procedures - Phase II

If the LS wishes to appeal the QRB panel's decision, he/she may do so in writing, fully detailing the reasons which justify the appeal, within 10 days from the date of the notification EC, via an official EC to the Section Chief of the LSS.

22-5.7 On-Board and Former Employees Seeking Reinstatement to the LS or LM Position

(1) All former and on-board employees seeking reinstatement into an LS or LM position must have test scores that are no more than three years old. This policy is also applicable to those employees returning from Legat and/or overseas assignments where they were not assigned to an LS position.

(2) LSS test certification expires after three years unless an employee is continually assigned to an LS, LM, SFLPC or FLPM or Contract Linguist position. Therefore, if an employee separates from an LS or LM position and wishes to return to an LS, SFLPC or FLPM position, and, has test scores on file in the LSS that are more than three years old, he/she must be retested (recertified) in the applicable foreign language before being reconsidered for reassignment to an LS, SFLPC or FLPM or LM position.

(3) If the employee passes all testing requirements, he/she must compete with other employees for any available LS positions that exist in the current office of assignment.

22-5.8 Language Specialist of the Year Award

(1) The LS of The Year Award was established in order to recognize the outstanding achievements or contributions made by individual LSs throughout the FBI. This is a non-monetary award to be presented each April for service rendered in the previous calendar year.

(2) Nominations for LS of the Year Award will be accepted from November 1 - December 1 of each calendar year. Nominations must be presented on the Official Language Specialist of the Year Nomination Form. Nominations that are not submitted on the required form will not be accepted.

SENSITIVE

SENSITIVE

Manl-ID: MAOPP1 MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

(3) Award

The Language Specialist of the Year Award will be awarded as a wooden plaque with an engraved plate bearing the name of the award, the recipient and the year for which the award is given, as well as an inscription with the name of the Bureau and LSS. Only one Language Specialist of the Year Award will be granted per year. The selectee and six finalists will be chosen from those nominated by their respective supervisor from all seven regions established by the Language Specialists' Advisory Committee. Finalists will receive a certificate from LSS congratulating them on their selection.

(4) Nomination Process

(a) The FBI Linguist Program Manager will oversee the nomination process. By November 1 of each year, this program manager will notify rating officials that they can submit one nomination for Language Specialist of the Year Award and will instruct that nominations be sent to LSS by December 1 of each year.

(b) Nominations can only be submitted by the LS's rating official, and each rating official may nominate one LS. Nominations should include the name of the nominee, the nominee's assigned field office, the name of the person making the nomination, and a brief narrative no longer than two pages explaining why the nominee is deserving of the award. The narrative must cite specific examples of actual work tasks and actions that demonstrate the required qualifications.

(c) Nominations should be based on sustained exceptional performance and will be rated on three areas: dedication, productivity, and professionalism shown during the previous calendar year.

(5) Listed below is a NONINCLUSIVE list of areas of consideration that may be noted within the narrative:

(a) DEDICATION may be demonstrated by a continued willingness to work long hours or unusual shifts; filling last-minute TDY assignments; or, putting work priorities ahead of personal convenience.

(b) PROFESSIONALISM may be indicated by presenting consistently polished work product; displaying a professional demeanor while conducting and establishing liaison with individuals at all levels of responsibility inside and outside of the FBI for whom he/she may be assigned translation and/or interpreting assignments; and, diplomacy under pressure.

(c) PRODUCTIVITY implies a level of output consistently above that produced by other Language Specialists without a decrease in quality or accuracy.

(6) Selection Committee

(a) The FBI Linguist Program Manager will group the nominations by each LSAC region (1-7) and distribute the nominations to the selection committee by December 31 of each year.

(b) The selection committee will be comprised of a randomly chosen combination of three Language Specialist Supervisors. This will include Supervisory Foreign Language Program Coordinators or Foreign Language Program Managers and/or Language Specialist Supervisors for the first year. Thereafter, the selection committee will be comprised of two Language Specialist

SENSITIVE

SENSITIVE

Manl-ID: MAOPPI MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

Supervisors and the Language Specialist of the Year from the preceding year. Language Specialist supervisors cannot serve on the selection committee for consecutive years.

(c) There will be two selection committees. The first committee will review all nominations and select 7 regional finalists and will have until January 15 to review the nominations and select a finalist from each region, after which the program manager will schedule a face-to-face meeting, a video conference or teleconference with the second committee to discuss the nominations, review the 7 regional finalists' nominations and select the LS of the Year by February 1 of each calendar year. The decision for the LS of the Year will be made by March 15 of each year and the LS of the Year will be awarded by April 1 of each calendar year.

(d) In addition to the final reviews conducted by the selection committee, Language Services Translation Center supervisors and Deployment Program Specialists will be contacted for input relative to assistance rendered by the nominated LSs in support of national priority matters and temporary duty assignments.

(7) Selection Criteria

(a) The appointed TDU program manager will serve as a nonvoting chair to record the votes of selection committee members to determine the finalists in each region. There will be one finalist selected for each of the seven regions.

(b) After finalists have been selected, committee members will deliberate and vote to determine which of the finalists is to be named Language Specialist of the Year based on the following scoring system: Dedication (1-10 points); Productivity (1-5 points), and; Professionalism (1-5 points).

(8) Presentation

(a) The FBI Linguist Program Manager at LSS will announce the name of the Language Specialist of the Year along with the names of the six regional finalists by March 15 of each year.

(b) The plaque for the winner and certificates for the six finalists will be sent to the recipients' respective field offices to be presented in an all-employee conference or other suitable setting before April 1 of each year.

22-6 TRANSLATION POLICY (See MIOG, Part 2, 13-23.)

22-6.1 Request for Translation

(1) Designate request for translation "Attention: Translation and Deployment Unit I, II, III (depending on the language), FBIHQ." To see which languages are covered by which TDU unit go to: http://di.fbin.fbi/lss/translation/LSTC_Language_POC_Breakdown.pdf.

(2) Handle material as evidence when applicable, and clearly indicate request that the material should be handled as evidence.

(3) Request summary translation unless a full translation is absolutely essential.

SENSITIVE

22-6.2 Translation in Reports

- (1) If translations are set forth in a report, the translator's identity should not be set forth in any portion of the report.
- (2) Parenthetical comments made by translators are for information and guidance and should not be incorporated in a report or in any communication to be used in a report.

22-6.3 Responsibilities of the Field and Legal Attaches with Respect to Translation

The office initiating the request for a translation has the responsibility of taking whatever investigative action is necessary and of disseminating pertinent details contained therein to other interested offices and to FBIHQ.

22-6.4 Translations in the Field and Legal Attaches

- (1) All translations handled in the field and Legal Attaches must be performed within office space, unless otherwise approved by FBIHQ, and must be performed by fully qualified personnel who have passed appropriate translation tests.
- (2) All translations of forms or other material for official distribution from English into a foreign language done by personnel other than FBIHQ Translators must be submitted to the appropriate Translation and Deployment Unit I, II, III for review and retyping, if necessary, before printing and/or distribution.
- (3) The translating office will generally furnish two copies of the translation to the contributor.
- (4) Unless otherwise instructed by FBIHQ, when material is sent directly from one field office to another for translation, furnish a copy of the cover communication to FBIHQ, Attention: Translation and Deployment Unit, FBIHQ, and follow the same procedures on the return of the translation to the contributor.
- (5) In connection with translation disseminated, whether the dissemination is restricted to other interested offices or includes outside agencies, the translator's name must appear only on the translating office's file copy.

22-6.5 Translations at FBIHQ

All translations handled at FBIHQ must be performed within FBIHQ office space, unless otherwise approved, and must be performed by fully qualified personnel who have passed appropriate translation tests.

22-6.6 FORWARDING ELECTRONIC COMMUNICATIONS ACROSS ARACHNET

- (1) The Language Services Translation Center (LSTC) serves as the coordinator for all waning of lines nationwide on the Digital Collection System (DCS; also known as Red Wolf). All offices wanting to transfer DCS data across Arachnet network should contact one of the Translation and Deployment Units (depending on the language) to coordinate the transfer and provide the necessary information. This is due in large part to the great amount of foreign language support that information gained by the DCS usually require.

SENSITIVE

Manl-ID: MAOPP1 MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

- (2) The LSTC will attempt to assist any field office with its request for coverage of DCS materials, but this will be done based on the Bureau's priorities for language coverage.
- (3) For more information see EC dated 11/05/2002, 66F-HQ-A1222316-TL. (SOURCE: 66F-HQ-A1222316-TL.)

22-7 LANGUAGE SPECIALIST (LS) AND LANGUAGE MONITOR (LM) TRANSFER REQUESTS

- (1) LSs and LMs interested in Personnel Resources List (PRL) transfers must complete an LSS Linguist Transfer Request Form and return it prior to February 1st for consideration during the first open season or prior to September 1st for consideration during the second open season. Only LSs and LMs whose names appear on the current PRL at the time of the selection process will be considered for a PRL transfer.
- (2) LSs and LMs will be officially notified of their placement and ranking on the PRL by the Translation and Deployment Unit.
- (3) Hardship Transfers (See MAOP, Part 1, 11-16.5.)
- (4) Unrequested Transfers
 - (a) LSs are required to sign a preemployment mobility agreement prior to employment. Accordingly, they must be available for transfer to any office, to include those not listed as their PRL choice (see MAOP, Part 1, 11-16.6).

22-8 MISCELLANEOUS

22-8.1 General FISA and Language Workload Survey

- (1) The Operations Management Unit/LSS requires that statistics be sent to the Standards, Policy, Automation, and Metrics Program (SPAM) on a monthly basis. This includes details of the work that linguists perform nationwide, as well as a report of all FISA cases and how much is processed across the country. The linguist workload information is used to assist with workload hiring and recruiting initiatives, indicating how many linguist resources LSS has and how many they need. Both this data and the FISA information is shared with the upper echelons of FBI management to enable the Bureau to determine how well it is covering the critical Counterterrorism and Counterintelligence FISAs.
- (2) Beginning 8/1/2006 the General FISA and Language Workload Survey (GFLWS) was combined from earlier monthly CT/CI and Quarterly Workload Surveys. All field offices with linguists and/or FISAs are required to send the GFLWS survey, completed, by the 15th of the month after the reporting period. Thus, for June reporting period, the survey is due by the 15th at SPAM/OMU/LSS.
- (3) Field offices are required to provide ECs with the GFLWS and to include not only FISAs that linguists work on, but any active FISA in the field office.
- (4) For more information about the GFLWS see EC dated 6/20/2006, 321E-HQ-A1222316-WM Serial 153. (SOURCE: 321E-HQ-A1222316-WM; Serial 153.)

SENSITIVE

22-8.2 Foreign Language Program Coordinator

- (1) Each field office must designate a Foreign Language Coordinator (FLC) to serve as the office's foreign language training representative and primary liaison with the Language Services Section, FBIHQ.
- (2) All foreign language training requests made by Special Agent and support personnel must be coordinated with and approved by that office's FLC prior to submission to FBIHQ.
- (3) The FLC must maintain an up to date listing of completed language training and certified proficiencies of personnel assigned to that office.
- (4) The FLC serves as the office's principal point-of-contact with the Translation and Deployment Units, FBIHQ, in requesting temporary duty assignment assistance from other FBI components and non-FBI linguists. Prior to making such requests, the FLC must ensure that ALL linguist resources within their office are fully exhausted.
- (5) The FLC is responsible for ensuring their office completes and submits a Language Specialist Field Workload Survey, when required, for each language by established deadlines. They are also responsible for QC reports, etc., if no SFLPC is stationed in the office (see MAOP, Part 1, 22-8.1.).
- (6) The FLC is responsible for submitting QC reports quarterly on their linguist and the work they do.

22.8.3 Quality Control Unit and Policy

- (1) The Bureau has implemented a Translation Quality Control Policy in order to ensure quality translation products by the LS's, LM's, CL's, and CM's, and any linguists that perform work for the FBI. There are five categories of translation work that must undergo Quality Control Review (QCR).
 1. All translations from English into the Foreign Language.
 2. All translations into English that will be disseminated as public source material outside the FBI.
 3. All summaries, transcripts, and translations going to court.
 4. Random samples of translation work done by linguists with more than 1 year of operational experience as FBI linguists as well as at least two examples of TIII or FISA materials marked "Not Pertinent."
 5. All translation work done by linguists with less than 1 year of operational experience as FBI linguists for their first forty hours of work and after their initial training period. This is followed by random reviews for the next 80 hours of their work.
- (2) This review is intended to ensure that linguists are translating FBI documents accurately, completely, and without missing pertinent information. It also is intended to ensure that linguists understand the standards and translation guidelines of the Bureau and use them consistently.
- (3) Field offices are required to report on a quarterly basis on all of the linguists under their control regarding what QC reviews have been conducted and what the results of those reviews are.

SENSITIVE

Manl-ID: MAOPP1 MANUAL OF ADMIN OPERATIONS AND PROCEDURES PART 1

(4) The Quality Control Unit trains and certifies QC Reviewers so that QC reviews are performed in a consistent fashion. The Unit also audits all reporting for compliance with the policy and to ensure accuracy and consistency.

(5) For more information about the QC policy and how to implement it, see the Quality Control Unit's web site at <http://oi.fbinet.fbi/lss/qcu/> and Translation Quality Control Policy and Guidelines; Modified Procedure and Guidelines (66F-HQ-A1222316 Serial 2158), dated 12/30/2004 at <http://oi.fbinet.fbi/lss/omu/TranslationQCPolicy+Guideline.pdf>. Or e-mail the QCU at: HQ_Div19_Quality_Control.

22-8.4 Regional Program Managers

(1) The Operations Management Unit/LSS has created a Regional Program Manager program for managing the Foreign Language Program nationwide. The Regional Program Managers (RPMs) are located in 8 sites around the country, covering eight regions:

1. Northeast (New York)
2. Mid-Atlantic (Washington, DC)
3. Southeast (Miami)
4. Gulf (Houston)
5. Southwest (San Antonio)
6. Southern California and Hawaii (Los Angeles)
7. Northwest and Alaska (Salt Lake City)
8. North Central (Chicago)

(2) RPMs have the following responsibilities over the Foreign Language Program:

1. Instruct, assist, and educate Foreign Language Coordinators regarding policy and procedures;
2. Monitor FLP performance in offices, detect inefficiencies, and ensure alignment with national priorities;
3. Guarantee full, timely and accurate reporting of foreign language workload metrics;
4. Ensure optimum utilization of linguist resources for both local and national needs;
5. Brief office management regularly regarding FLP issues; and
6. Partner with the field in managing linguist resources, serving as Reviewing Officials for linguist supervisors.

(3) For more information, see EC dated 8/3/2005, 66F-HQ-A1222316 Serial 2486. (SOURCE: 66F-HQ-A1222316; Serial 2486.)

SENSITIVE

22-8.5 LSS Control Files

(1) The Records Management and Finance divisions approved LSS's request for a Foreign Language Program (FLP) classification and designated the same as 321E, effective October 1, 2005. Effective October 1, 2005, LSS reclassified its main file 66F-HQA1222316 to 321E-HQ-A1222316, which will serve as the main FLP file number. Field offices were requested to create 321E sub-files to manage the various aspects of the Foreign Language Program in their respective offices.

(2) For specific sub-files see EC dated 9/21/2005, 319W-HQ-A1487698-DI; Serial 2. (SOURCE: 319W-HQ-A1487698-DI; Serial 2)

22-9 CONTRACT LINGUIST PROGRAM

The FBI's Contract Linguist Program provides vital foreign language support to fieldwide counterterrorism, foreign counterintelligence, and criminal investigations. It is administered through the Language Resource and Planning Unit (LRPU), Language Services Section (LSS), which serves as the Contracting Officer's Technical Representative (COTR) for all Basic Ordering Agreements (BOAs) issued to independent contractors as well as contract translation agencies.

22-9.1 Screening Process

The screening process for each Contract Linguist/Monitor candidate is extremely thorough and includes a series of language proficiency tests (see MAOP, Part 1, 22-1.3), a polygraph examination, a personnel security interview, and a background investigation (see MIOG, Part 1, Section 260-6).

Each office is responsible for the processing of Contract Linguist/Monitor candidates through the initiation of the background investigation. The Language Resource and Planning Unit (LRPU), LSS, coordinates the background investigation and furnishes a complete background investigation to the Law Enforcement and Contractor Adjudication Unit for final adjudication.

22-9.2 Contract Administration

The FBI contracts for various types of language-related services (translation, interpreting, testing and monitoring) on a short-term and/or long-term basis. These services are primarily performed within FBI space or an approved location utilizing FBI-supplied materials and equipment. CONTRACTORS PERFORMING TRANSLATION, MONITORING AND INTERPRETING SERVICES ARE NOT AUTHORIZED TO WORK OUTSIDE OF FBI SPACE, SUCH AS WORKING IN THEIR RESIDENCE OR PLACE OF BUSINESS UNLESS SPECIFICALLY AUTHORIZED IN WRITING. ANY SUCH AUTHORIZATION WOULD NECESSARILY BE LIMITED IN SCOPE. The BOA is the document which defines the services to be performed by the contractor, and the contracting policies and procedures which govern the program. Actual work assignments are issued by a work order placed against the BOA. The duration, type of service, and place of performance will be set forth in each work order.

22-9.3 Translation Service (Contract Linguist)

The translation service is primarily document-to-document or audio-to-document translation. The material may be composed of voice recordings, whereby the Contract Linguist cannot question the

speaker(s) as to the meaning, terminology or significance of inflection. The subject matter may be in any area for which the FBI has jurisdiction. The Contract Linguist shall translate into English from the target language, the speech and/or writings of non-English speaking individuals and on occasion render from English into the target language. These translations may be provided to the requestor in either verbatim or summary form depending on the assignment.

22-9.4 Translation Service (Contract Document Translator)

The translation service is primarily document-to-document translation. The material to be translated will primarily be textual whether paper documents or computer generated text or graphics and of varying degrees of legibility. The subject matter may be in any area for which the FBI has jurisdiction. (SOURCE: OFFICIAL PROCUREMENT VEHICLE, "CONTRACT LINGUIST Basic Ordering Agreement (BOA)", FISCAL YEAR 2006 VERSION.)

22-9.5 Monitoring Service (Contract Language Monitor)

The monitoring service is comprised of audio summary translations. The material may consist of voice recordings, whereby the Monitor cannot question the speaker(s) as to the meaning, terminology, or significance of inflection. The subject matter may be in any area for which the FBI has jurisdiction. The Monitor shall analyze intelligence data translated from recorded material. The Monitor shall provide the necessary minimization requirements during an investigation. The monitor cannot appear as expert witnesses in Federal Court unless they meet the requirements of a fully qualified Contract Linguist. (SOURCE: OFFICIAL PROCUREMENT VEHICLE, "CONTRACT LINGUIST Basic Ordering Agreement (BOA)", FISCAL YEAR 2006 VERSION.)

22-9.6 Monitoring Service (Contract English Monitor)

The monitoring Service in English requires the preparation of verbatim and/or summary transcriptions of English language audio transmissions. The material is composed of voice recordings, whereby the Monitor cannot question the speaker (s) as to the meaning, terminology, or significance of inflection. The subject matter maybe in any area for which the FBI has jurisdiction. The monitor can appear as an expert witness in Federal Court. (SOURCE: OFFICIAL PROCUREMENT VEHICLE, "CONTRACT LINGUIST Basic Ordering Agreement (BOA)", FISCAL YEAR 2006 VERSION.)

22-9.7 Language Testing Services (Contract Speaking Proficiency Tester/Contract Rater/Contract Tester)

Linguists providing testing services perform speaking proficiency tests, written tests, and/or test administration duties. The purpose of the speaking proficiency and written tests are to determine the language ability of FBI applicants, contractors, and on-board employees in English and the target language. The test administration function provides administrative support to the Testing Program.

22-9.8 Interpreting Service (Contract Interpreter)

The interpreting service is primarily English into the target language, either simultaneous or consecutive. It may also be necessary to interpret from the foreign language into

English. Interpreting shall be for high-level meetings and conferences, instructional seminars, guided tours (such as the FBI Headquarters Tour Route) and other occasions (as an example: during polygraph examinations of non-English speaking examinees).

22-9.9 Contract Management - Nondisclosure

All information developed as a result of work orders placed against the BOA is for the exclusive use of the FBI. All reports, work papers, internal memoranda, or any other documents produced by the contractor shall become the property of the FBI. The contractor expressly agrees by signing the BOA not to publish, disclose, or disseminate in any form to any person, natural or artificial findings, recommendations, work products, or any other information relating to the services provided to the FBI.

22-9.10 Record Keeping

The contractor is required to keep detailed records of their hours worked, (i.e., invoices), travel related paperwork (i.e., vouchers and receipts) and documents regarding their work produced as it pertains to their work orders.

22-9.11 Audiometer Exams

The contractor, excluding those contractors who only provide service under the Contract Testing services, shall complete an annual hearing examination prior to commencement of work on October 1. The physician shall provide a written report regarding the results of the examination. The original report relaying the results shall be submitted to the Contracting Officer's Technical Representative (COTR), Language Services Section (Room WB-602), FBIHQ. The cost for this test shall be borne solely by the contractor. The FBI will not reimburse the contractor for this expense. This test shall be given by an independent audiologist.

22-9.12 Work Order Procedures

Work orders shall be issued to the contractor prior to the commencement of work or travel. The contractor will be issued a work order for each travel assignment, including travel within the resident agencies of the local field office. The contractor shall provide the required service as set forth in the work order. The contractor shall not accept any work or travel assignments without receiving the written work order from the COTR. In emergency situations, the COTR will issue a verbal work order; however, the following business day, a written work order will be issued.

22-9.13 Place of Performance

The contractor shall perform required services under FBI supervision in FBI space in the geographic location where they live; however, work locations may extend beyond those areas if approved by the COTR. Contract SPTs may perform authorized duties from their residence or place of business as stated on the work order.

22-9.14 Period of Performance

The terms of the BOA shall start on the effective date and continue through September 30, of the fiscal year, with an option to renew annually. The BOA may be canceled in its entirety by either party upon 30 days' written notice to the other party. However, the BOA may be terminated by the FBI at any time if the parties fail to agree upon any addition, amendment and/or deletion to this BOA which is required by statute, Executive Order, the Justice Acquisition Regulations, or Contract Linguist Program policy. The BOA may also be terminated by the FBI at any time if the contractor fails to attend a required meeting or workshop or perform services agreed upon by acceptance of a work order issued.

22-9.15 Security Requirement

All contractors shall possess a current valid FBI security clearance and/or facility access at the appropriate level to perform the required service. Loss or suspension of the required access and/or clearance at the appropriate level will result in the contractors inability to perform in accordance to the terms and conditions of this BOA. As a result, inability to perform the services agreed upon will lead to immediate termination of this agreement and any work order issued thereunder.

22-9.16 Training

Upon receipt of a work order and the commencement of work, contractors will be given on-the-job training in FBI procedures and guidelines. Contractors will be given information regarding the specific area of investigation in which they will be working, and other such pertinent training as is necessary for the satisfactory performance of their duties. Some computer system training will be given, when necessary.

22-9.17 Past Performance

The FBI will continuously evaluate the quality of the contractor's performance. The evaluation may include periodic work reviews and language testing. This information will be considered for each assignment of work orders and for each renewal of the BOA.

22-9.18 Labor Hour Pricing

The work order will include the labor-hour rate(s) and/or per test rate established for each contractor. The rate listed is NONNEGOTIABLE.

22-9.19 Overtime

Overtime will be paid for work performed in excess of 40 hours per week only with prior written approval from the COTR, Language Services Section, FBIHQ. In the absence of the COTR, the Language Service's Program Manager over the Contract Linguist Program may approve the Overtime Request Form. In emergency situations, the designated supervisor shall contact the COTR the next business day and advise of the circumstance and request overtime approval. However, the form must be submitted with the written circumstances stated. Overtime hours will be reimbursed at the rate of one and one-half times the hourly rate. If prior approval is not received, any work performed in excess of 40 hours per week shall be paid at the hourly rate as stated in the work order.

22-9.20 Holiday Pay

Holiday pay will only be paid when the contractor is requested to work by the COTR or the COTR's field office representative on the following holidays: New Year's Day; Martin Luther King's birthday; George Washington's birthday; Memorial Day; Independence Day; Labor Day; Columbus Day; Veteran's Day; Thanksgiving day; and Christmas day. Holiday pay must also be requested in advance using the Overtime Request Form with written approval from the COTR. It is required that the same procedure be followed as if requesting overtime.

22-9.21 Travel

Travel may be required by the contractor. Contractors may not travel until a work order is issued and accepted. The work order will be issued for a 30-day period or less. A new work order will be issued after the initial 30 days for any anticipated TDY assignment over 30 days. In the event that a contractor must travel in an emergency situation, oral approval will be given by the COTR.

22-9.22 Travel Reimbursements

Contractors will be reimbursed for travel expenses in accordance with the Federal Travel Regulation per diem rates in effect at the time the travel was taken. The per diem rate that is reimbursable is the rate for the TDY locality, not the rate where lodging is obtained.

22-9.23 Government Furnished Material

Any equipment or supplies required by the contractor to perform the required duties shall be government-furnished material. This shall include computer equipment, Xerox machine (if needed), office space (desk and phone), tape recorder and headset, and office supplies. All government-furnished material shall be provided to the contractor prior to commencement of an assignment. The contractor shall carefully perform a complete inspection at the time of issuance. The contractor shall immediately advise the issuing office of any defects of the material provided. The contractor assumes full responsibility for the care and safekeeping of all government-issued material.

22-9.24 Payment Consideration

Payment to the contractor for orders placed under the BOA shall be made no later than 30 days from the date a proper invoice is received at the FBI contracting office. All invoices are to be submitted monthly; on or after the first day of the following month. Invoices will not be accepted before this date nor will they be accepted on a bi-weekly basis. All invoices are to be submitted to the COTR at the appropriate address. Treasury regulations do not permit payment of nonoriginal invoices; therefore, facsimile and xerox copies will not be accepted. All payments will be sent via direct deposit to the contractor's designated financial institution.

22-9.25 Payment Inquiries

Inquiries regarding payment information are NOT to be made before the initial 30 days of acceptance of a proper invoice have passed. All inquiries are to be made in writing and directed to the COTR. The inquiry may be sent via facsimile or by mail. Inquiries made to the Commercial Payment Unit will not be entertained.

22-10 DEPLOYMENT PROGRAM

- (1) Contact your Foreign Language Coordinator to determine whether or not you have Language Specialists (LSs) or Contract Linguists (CLs) within your office that may be available to assist.
- (2) Contact your Applicant Coordinator so that he/she can identify potential CLs that are in background.
- (3) If no in-house resources are available, write an electronic communication (EC) to ask for linguistic assistance. Send the EC to Intelligence Directorate, Attention: Linguist Deployment Program/LSTC/LSS, FBI HQ. This communication must include the following:
 - (a) Title of case
 - (b) Case File Number
 - (c) Brief synopsis about the case, identifying language and dialect
 - (d) Total number of linguists needed
 - (e) Total number of active lines
 - (f) Total number of shifts per day
 - (g) Anticipated start date of Title III/FISA
 - (h) Anticipated length of Title III/FISA
 - (i) Point of contact name and phone number
- (4) In your communication include taskings or assignments that in-house LSs or CLs are performing which may prevent them from assisting in this Title III or FISA.
- (5) Keep the appropriate TDU for the languages needed current with any changes or additions to your initial request for assistance. As field office requirements for linguists on FISAs and Title IIIs are always changing, the TDUs will not reserve any linguists when the initial EC is received. Continued communication between the Unit Chiefs and Foreign Program Managers of the TDUs and the requesting office will ensure the availability of linguists when an office is ready to begin monitoring the FISA or Title III.
- (6) All receiving offices are advised not to contact any field divisions or translation agency regarding the availability of LSs or CLs. If you know of a linguist in another division or if there is a linguist in your division available or willing to go on TDY, please contact the Linguist Deployment Program Specialist at LSTC/LSS/FBI HQ to get approval and coordination for deployment.
- (7) In the event that the TDU for the needed language receives several requests for the same language at the same time, the Deployment Program Specialist will consult with the appropriate substantive desk for assistance and prioritization of casework, and will advise the affected field offices accordingly.
- (8) In order to evaluate the efficiency of the linguists sent on TDY, the TDUs request that an FD-780, Office Follow-Up form, be filled out and sent to Deployment Program Specialist, LSTC/LSS/FBI HQ, no later than five business days after the Title III or FISA has ended.